

ASSESSMENT FOR CARE

Applying for Community Care Services in Lewisham



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Q WHAT IS COMMUNITY CARE?

A Community Care helps and supports people with disabilities and special needs to live as independent a life as possible in their own home. Some people, however, may not be able to live at home independently and if this is the case we will help them to find quality residential or nursing care.

Q WHO IS COMMUNITY CARE FOR?

- A** It is for people who need help to live independently in the community and
- *are frail and disabled because of age*
 - *people with certain long term illnesses*
 - *have a physical or sensory (hearing or sight) disability*
 - *have a mental health problem*
 - *have learning difficulties*
 - *are living with HIV or AIDS*
 - *have a drug or alcohol dependency*
 - *It is also for carers (who may be family, partners, friends or neighbours) who*

look after people with long term needs.

Q WHERE DO I GO FOR HELP?

A If you think you, or someone you look after, needs Community Care services, please contact the Adult Assessment team for your area at:

St. Paul's House, 126 Deptford High Street, SE8 4NS, tel 081 695 6000

Louise House Dartmouth Road, Forest Hill, SE23 3HZ, tel 081 699 0111

8-12 Eltham Road, Lee, SE12 8TF, tel 081 695 6000

John Henry Neighbourhood Office, 299 Verdant Lane, SE6 1TP, tel 081 695 6000

However, if you are not sure which team you need please contact any **Neighbourhood office** or **Social Services district office**.

A social worker from your local team will want basic details of the help you think you need. A decision will then be made about how soon we will visit you. Please describe your situation as fully as possible.

Information may also be given to Social Services by someone who is concerned about you such as your doctor, District Nurse or a relative. If this happens, we will always check that you know and have given your permission for the referral to be made on your behalf.

Q WHAT HAPPENS NEXT?

- A** An appointment is made with you to discuss your needs, and how they can be met. We call this is an assessment.

We like to make sure any help offered meets your needs in the best possible way, so it's important that you explain your needs as fully as possible.

Usually we'll only have to make one visit. For some people, it may be necessary to make more visits and to invite specialist workers such as district nurses or housing officers to take part too. This is so we can build up a full picture of all your needs.

If we do involve other people we will, of course, ask your permission first, and not share any information about you with anyone unless you have agreed. ***Please accept our assurance that any information we have about you is strictly confidential.***

When it's been decided how best to meet your needs, the person making your assessment (your 'key worker' or 'care manager') will note these in your Care Plan and you will be given a copy to keep. It contains a record of the agreements reached and details of the times and days you will receive services.

Q WHAT IF I AM A CARER?

A If you are a carer, you have the right to an assessment of your own. This looks at ways we can support the care you are already giving, and how we can meet any special needs you may have, for example, for a regular break from caring to go shopping, visit friends or have a holiday.

Q CAN I HAVE SOMEONE WITH ME DURING THE ASSESSMENT?

A Of course. You may invite anyone to be with you for support and to speak on your behalf. If English is not your first language and you prefer the assessment to be carried out in your mother tongue, you can ask for an interpreter. Signers can also be arranged for people who are deaf or have a hearing impairment.

Q WILL I GET ALL THE HELP I ASK FOR?

A Although we will try to provide all the services you require, there may be times when we can't. This may be because the service is not yet available in Lewisham or because high demand means we have to give priority to people with more urgent needs.

Q WHAT IF MY CIRCUMSTANCES CHANGE?

A Once assessed, you'll be told the date of your next review. A review meeting looks at any changes in your circumstances, and whether services need to be increased or decreased. If your circumstances change before the date of your next review you should contact us so we can arrange an earlier review.

Q IS THERE A CHARGE?

A Most health and social services are free, but for some a charge is made. This will be discussed with you at the care planning stage so you will know about any payments you may have to make. People on income support may not need to pay for some services.

Q HOW DO I COMPLAIN?

A If you are not happy with your assessment, or the services you receive, we hope you will discuss this with your key worker. If you don't think the problem can be sorted out in this way you may wish to make a complaint.

Please don't be afraid to complain. If you don't tell us about areas of our service you find are unsatisfactory, we can't improve them. You will be given a separate leaflet about the **Complaints Procedure** when you receive an assessment. If you are not given a leaflet please ask for one.

Q WHAT IF I NEED A PLACE IN A RESIDENTIAL OR NURSING HOME?

A From April 1993, the responsibility for meeting the costs of residential or nursing home placements, for people unable to meet full costs themselves, transfers from the Department of Social Security to the Council's Social Services department. If you think you, or someone you are caring for needs a residential or nursing home placement, please contact your local district or neighbourhood office. First we'll make sure this sort of care best meets your needs as it may be possible

for you to remain at home and receive the care you require. If this is not possible, we will help you to find a suitable home and then work out how much you are able to pay towards the costs of your care.

Other information is available on Residential, Nursing home and Hostel Care, which will explain the new assessment, funding and placement arrangements in detail.

A FINAL WORD ABOUT PRIORITIES

Because we cannot always provide all the services we would wish, we have to set what we call 'priority levels'. These make sure we are helping people with the most urgent needs first. Details of these are available in the accompanying leaflet ***Priority Levels Explained***. Please ask for one.

For people whose first language is not English, assistance in interpreting may be available from certain offices. Please check with individual offices for details.

如果你有困難閱讀這公報,因為英語不是你的第一語言,請和你附近的社會福利部門或街坊辦事處聯絡,他們會盡量協助你。

Nếu bạn gặp Khó Khăn đọc các ấn phẩm bằng tiếng Anh vì tiếng Anh không phải là ngôn ngữ chính của bạn, Xin bạn hãy liên lạc với Văn phòng Quận hoặc Văn phòng Khóm địa phương (Local District or Neighbourhood Office) họ sẽ giúp đỡ bạn.

अगर आप की प्रावि भाषा इंग्लिश नहीं है, या आपके इस इशतहार को समझने में मुश्किल पैदा होती हो तो आप इस विषय की जानकारी के लिए अपने मौखिक सहायक के डिस्ट्रिक्ट दफ्तर या नेबरहुड दफ्तर में जा कर वहाँ के कर्मचारीयों से जानकारी हासिल कर सकते हैं

Şayet İngilizce konuşmıyor ve amlamıyorsanız, lütfen şu yere baş vurmanız rica olunur. (Local Social Services). Dairesine baş vurmanız rica olunur. Siz lere Istedig nız yardımda buluna biliyorlar. Ve ya (Neighbourhood) dairesine gitmeniz rica olunur.

ক্রেতাজী আপনাদের প্রধান ভাষা নয় বসিয়া যদি এ প্রচারণা গ্রন্থ বুঝিতে অসুবিধা হয় তবে অনুগ্রহ করিয়া নোকালা ডিষ্ট্রিক অফিস অথবা নেইবারহুড অফিসে যোগাযোগ করিলে সাহায্য পাইবেন

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